

## POLICY

# MAINTENANCE AND REPAIRS

## PLANNED MAINTENANCE

### RECORD DETAILS

<b>Policy</b>	Planned Maintenance Policy
<b>Date authorised by executive</b>	August 2017
<b>Review responsibility</b>	General Manager, Asset Management and Maintenance
<b>Date last reviewed</b>	May 2020
<b>Next review date</b>	May 2021
<b>Version</b>	V 5
<b>Related Policies</b>	Asset Management
<b>Related Forms</b>	Annual Works Program, Property Condition Report, Vacated Property Re-letting Standards
<b>Related Standards</b>	Residential Tenancy Act (1997), AHA Portfolio Growth, Maintenance and Financial Headroom Strategy – March 2019, Vacated Property Re-letting Standards.

### PURPOSE

To document Haven; Home, Safe (HHS)'s approach to planned maintenance on its Affordable Housing properties.

As a landlord, HHS has a duty under the provisions of the Residential Tenancies Act (RTA) to maintain its premises in good order and repair. It also has an obligation to protect its own investment as well as the investment of its stakeholders, as per AHA Portfolio Growth, Maintenance and Financial Headroom Strategy – March 2019.

### POLICY

HHS will maintain its Affordable Housing properties, balancing customer expectations, with a requirement to remain financially sustainable. To achieve this, HHS will carry out two types of planned maintenance programs.

- Long Term Maintenance
- Annual Maintenance

### LONG TERM MAINTENANCE

HHS will create individual, Long Term Strategic Asset Management Plans for each of its properties to ensure accommodation quality and overall asset value are sustained. These plans will be created within one year of handover and will remain in place for the life of the property.

### ANNUAL MAINTENANCE

HHS will proactively deliver an Annual Maintenance Program to meet regulatory requirements, maximise component life, improve reliability and reduce incidents of responsive maintenance.

In addition to these maintenance programs, HHS will ensure Essential Safety Measures (ESMs) in HHS-owned properties will be maintained to function at the same level of operation that existed at the time of commissioning.

#### **PROCEDURES:**

HHS may choose to deliver their *Long Term* and *Annual Maintenance* programs in-house or via an external provider.

#### **Long Term Maintenance**

##### 1. Creating the Plans

The Long-Term Maintenance Plans will document the following:

- Property address
- A list of the individual components at each property and their construction date
- The quantity and lifecycle of each component
- Forecast replacement date for each component
- Priority of the individual components
- Estimated cost of replacement at the due date.

##### 2. Maintaining the Plans

The property information held in each Long Term Maintenance plan will be reviewed and updated at least once every 2 years, through a series of on-going two-yearly and six-monthly inspections.

##### 3. Using the Plans

HHS will use the plans to:

- Provide the organisation with an overall view of its long-term maintenance expenditure commitment.
- Trigger disposal/redevelopment options when unacceptably high maintenance costs are identified.
- Monitor on-going deterioration of the components and identify any structural defects that may have occurred.
- Inform the Annual Works Program for Long-term Planned Maintenance.

##### 4. Annual Works Program for Long-term Planned Maintenance

- A proposed Annual Works Program, detailing the works and the estimated cost, will be developed using the information held in the individual Strategic Asset Management Plans.
- Internal stakeholders will have an opportunity to provide comment to the proposed program.
- The approved works will become the Annual Works Program.
- Monthly progress reports tracking completion of work and expenditure will be provided to ensure works are delivered on time and within budget.

Where possible, to minimise disruption to tenants, works identified in the Annual Works Program will be completed when properties are vacant.

When a property is identified for disposal, no further long-term planned maintenance will be carried out. Only works of a responsive nature to ensure the property remains safe and habitable will be completed.

##### 5. Funding

The Annual Works Program will be funded from the AHA Annual Budget.

### **Annual Maintenance**

1. Annual Maintenance includes:

- Inspection and cleaning of roofing and guttering
- Servicing of air-conditioning
- Servicing and CO2 testing of heating units
- Essential Safety Measures (ESM), maintained in accordance with the conditions of the Occupancy Permit
- Cleaning of stormwater pits in common areas.
- Termite barrier systems
- Sewerage pumps
- Smoke detectors
- Anchor points for high-rise buildings
- Common area gardening
- Common area cleaning

2. Multi-level Apartment Buildings

Multi-level apartment buildings have specific annual maintenance requirements. Their Annual Maintenance Plans will be developed to meet the regulatory requirements detailed in the building's Occupancy Certificate and the recommendations provided in the Builder's and Manufacturer's Manuals supplied at handover.

3. Funding

Funding of Annual Maintenance will be included as an ongoing budget item in the AHA Operating Budget in each financial year.

4. Review of Lifecycle

The Asset Manager will initiate an Annual Review of the components' lifecycles contained in the Kypera database.

### **Essential Safety Measures (ESM)**

Essential Safety Measures (ESMs) are designed to protect life and property. ESMs may be active (sprinklers, alarms, mechanical services) or passive (smoke doors and paths of travel to exits). They must be maintained to ensure – that in the event of an emergency – they will function at the same level of operation that existed as at the time of commissioning.

In HHS-owned properties ESMs will be maintained in accordance with the conditions specified on the Occupancy Certificate, through engagement of suitably qualified contractors to carry out ESM maintenance. These contractors will provide annual statements of maintenance for their works.

HHS will ensure an Annual Essential Safety Measures Report is completed and available for each relevant property. Failure to maintain ESMs may result in significant fines being imposed or imprisonment.